



GENERAL INFORMATION

GENERAL INFORMATION



GENERAL INFORMATION

INTRODUCTION

We would like to start by saying thanks for becoming a facilitator and a champion for resilience. We hope you enjoy it and are able to develop some new skills in developing and maintaining resilience, and also in facilitating the delivery of the modules for your colleagues.

We continuously work to achieve a Zero Incident Industry because we care. We care about our colleagues, our family and friends, the environment, our vessels and seafarers - and we demonstrate our care by managing the processes and barriers that keep each other safe.

The processes and barriers we manage are kept strong by the individuals and teams that care for them.

We are all born with the capacity to deal with challenge. This ability, just like one's ability to play a particular sport or instrument, can be improved and strengthened with practice and by learning new techniques.

Increasing and strengthening our capacity to deal with life's challenges helps us to be the best that we can be as individuals and teams, and is an important component towards achieving and sustaining a Zero Incident Industry.

This programme is made-up of five core modules which can be delivered in any order. Each module focuses on a different area that makes up our natural capacity to deal with life's challenges- both in and outside of work. The five modules are:

- What is Resilience?
- Take Decisive Action
- Keep Things in Perspective
- Accept That Change is a Part of Living
- Take Care of Yourself

How does it work?

Aim to deliver these five modules within five months, that's one module a month. It doesn't matter which order the modules are run in, and it's not critical that participants attend every session, it's ok to miss one and attend the next as long as everyone covers all the modules.

Additional support material (if required) for facilitators is available via the Partners in Safety website: <http://www.shell.com/hsse/business-and-country/maritime-hsse-site.html>

Feedback and Improving Resilience

At the end of the module if there are any themes that you think will help us improve the programme, we ask that you let us know by filling in a module feedback form (at the back of this guide) and sending it to: partnersinsafety@shell.com



GENERAL INFORMATION

PREPARATION & MATERIALS

NUMBER OF PARTICIPANTS	Minimum four people per session.
TIME REQUIREMENT	30 minutes – 1 hour per session
PREPARE	<ul style="list-style-type: none">▪ Review these Facilitator notes and the guide for the module you are delivering.▪ Think of relevant examples based on your experience for each module. Try to make it relevant to the environment and situations the group may be familiar with.▪ Prepare a safety briefing for the start of each module.
ROOM SET UP	<ul style="list-style-type: none">▪ Find a room big enough to hold these sessions.▪ You will need chairs for all participants and a few tables. Make sure there is enough space for people to break into pairs or small teams for discussion. Where possible keep the session in one room, you will lose valuable time when people are moving in and out of multiple rooms.▪ Record attendance using the Attendance Sheet at the end of this guide.
MATERIALS	<ul style="list-style-type: none">▪ Each participant should be provided with the Participant Guide.▪ Additional support material (if required) for facilitators is available via the Partners in Safety website; http://www.shell.com/hsse/business-and-country/maritime-hsse-site.html



GENERAL INFORMATION

EXECUTION

GENERAL GUIDELINES	<ul style="list-style-type: none">▪ Welcome everyone and explain how the module is structured, including high level goals of the session.▪ As the participants arrive, when possible, help to spread out the participants into pairs or small groups to facilitate the discussions▪ Deliver a short safety brief at the beginning of each session. : familiarise yourself with alarm procedure and emergency numbers, and review the evacuation floor plan for emergency exits and muster points▪ Check whether all participants are familiar with each other and if not, hold a brief introduction round where all participants tell their name and function. You can use the opportunity to make it informal by asking each person to say a fun fact about themselves, etc.▪ Remind participants that personal information may be shared in these sessions. It is important that we respect each other's confidentiality and do not share sensitive information outside of the sessions.▪ Ask the participants for feedback at the end of the module to improve the resilience programme and if any themes come up fill up a feedback form (at the end of the pack) send to partnersinsafety@shell.com .
FACILITATION	<ol style="list-style-type: none">1. Present with passion2. Be enthusiastic and supportive of the content3. Listen and don't talk too much yourself (the answer is in the room!)



MODULE 1: What is Resilience?

MODULE 1: What is Resilience?



MODULE 1: What is Resilience?

PREPARATION

TOPIC	DETAILED INFORMATION
OUTCOME	Give participants a better understanding of resilience
MODULE BACKGROUND INFORMATION	<p>Having a positive view of yourself is an important mind-set that helps you improve your performance, achievements and quality of life. It's not about smiling and denying the negative aspects of reality. It is an effective approach that improves your state of mind, leading to improved thought patterns, more options and will make a real difference in your life.</p> <p>It is also a choice and a skill that can be learnt.</p>
MODULE OVERVIEW	<p>Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or even significant sources of stress—such as family and relationship problems, serious health problems or workplace and financial stressors</p> <p>The group is given a short introduction to the concept of resilience followed by discussion on an example of resilient behaviour within their own experience. An overview of the Resilience programme will be given and individuals asked to commit to participating.</p>
PREPARE	<ul style="list-style-type: none">▪ Review this Facilitator Guidance▪ Copy and print the Attendance Sheet at the end of this module.▪ Think of your example of a situation in everyday life where you or someone you know has demonstrated resilient behaviour. Try to make it relevant to the environment and situations the group may be familiar with.▪ You will use this to start off exercise 1



MODULE 1: What is Resilience?

EXECUTION

	Key messages
INTRODUCE RESILIENCE	<p>Communicate the following points in your own words;</p> <ul style="list-style-type: none">▪ A series of team based activities presented in modular form for us to take part in during our regular team meetings▪ Each module captures one aspect of resilience for us to understand and learn more about▪ The modules are delivered in an informal relaxed way and encourage everyone to get involved▪ Development of an accountability for our behaviours and motivation to make personal choices which will help to grow our personal resilience▪ Building resilience promotes better safety choices and behaviours to help protect ourselves and each other and achieve a Zero Incident Industry.
ACTION	<p>Communicate the following points in your own words;</p> <p>Hopefully we will all benefit on a personal level from participating in these activities and that there will be an added benefit for our team as we learn to understand our own behaviours and gain insight into how other people react in different situations.</p> <p>But for this to work we need your commitment. We need you to "be here" which means actively listening to the script, getting involved in the activities and exercises and making a real contribution individually and as a member of our team.</p> <p>This is an opportunity for you to choose to develop your own skills and help to enhance those of the rest of the team. However it is up to you to decide how you wish to use these tools.</p>



MODULE 1: What is Resilience?

EXERCISE

RESILIENT BEHAVIOUR	<ul style="list-style-type: none">▪ Ask participants to turn to page 7 in their guide and allow time for them to review the module information.▪ Now share your example of you or someone you know demonstrating resilience.▪ Divide the group into pairs▪ Ask each person give their own examples.▪ Discuss what resilience means in this situation.▪ Allow discussion for 5 minutes.
DISCUSSION	<p>Then bring everyone back into a single big group.</p> <p>Start a discussion by asking the following questions:</p> <ul style="list-style-type: none">▪ Have you thought about resilience before?▪ Does it look like a concept that would be worth exploring further?▪ Did it reveal any surprises?▪ Do you think that you are resilient?
EXERCISE MESSAGE	<p>We all have a unique opportunity to make personal choices and to take accountability for the way in which we react to adverse situations. However in order to perform our best in challenging situations we need to have an awareness of how we respond to adversity and the skills in self-management which will support a positive outcome.</p> <p>The Resilience sessions that we will be running aim to help to develop an enhanced awareness of our own individual behaviour patterns and to develop self-management skills. The focus is on responding appropriately and positively to circumstances with an emphasis on practical skills which can be used in real time on a daily basis</p> <p>Building resilience not only benefits your work environment but also benefits your life outside of work and can positively influence all aspects of your life including family and friends.</p>
CLOSE	<ul style="list-style-type: none">▪ If you have any specific feedback for this module, please use the feedback form at the end of this guide and send to us at partnersinsafety@shell.com.▪ Close and thank everyone for their participation.